

2013 Provider Satisfaction Results

August 31, 2013



Provider Identification

Providers identified for the survey were active providers identified as behavioral health, Primary Care Physicians (PCP) providing services to 80 percent of the Plan's membership, and specialists with 80 percent of claims volume.

Sampling Methodology

A random sample of 60 percent PCPs, 40 percent specialists, and all behavioral health providers were selected to receive the survey for a total sample of 2,805 providers. Up to three records were pulled for each provider address among top PCPs and specialists, unless there were not enough records to fill the desired sample, whereupon more records per address were pulled.

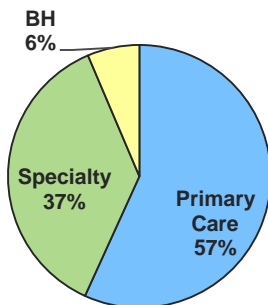
Overall Response Rate

The survey was distributed to 2,805 providers and 432 surveys were returned for a response rate of 15.4 percent.

Profile of Survey Respondents

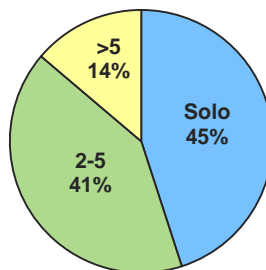
Below is a breakdown of respondents by demographic categories (age, gender, severity of mental illness, region, and race).

Area of Medicine



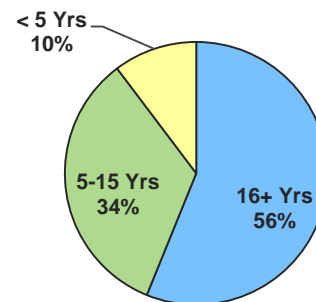
n = 421

Physicians in Practice



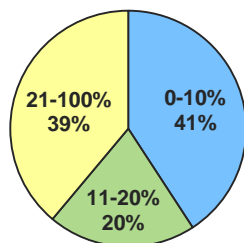
n = 427

Years in Practice



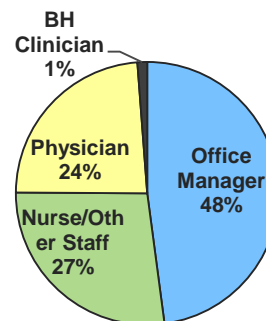
n = 429

Portion of Managed Care Volume Represented by WellCare



n = 414

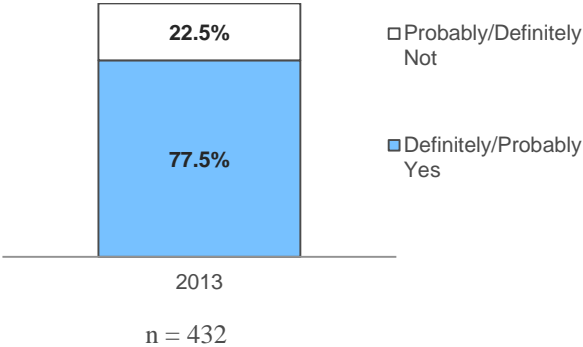
Survey Respondent



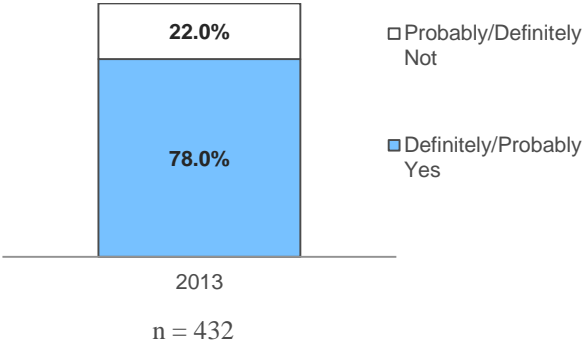
n = 405



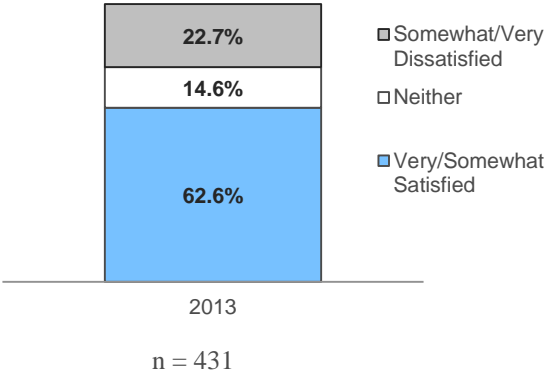
Would You Recommend WellCare of KY to Other Medicaid Physicians' Practices?



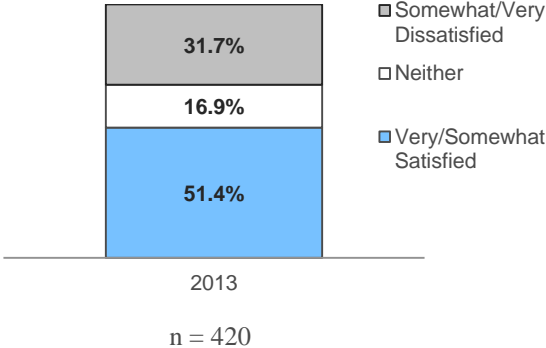
Would You Recommend WellCare of KY to Other Medicaid Patients?



Overall Satisfaction with WellCare of KY



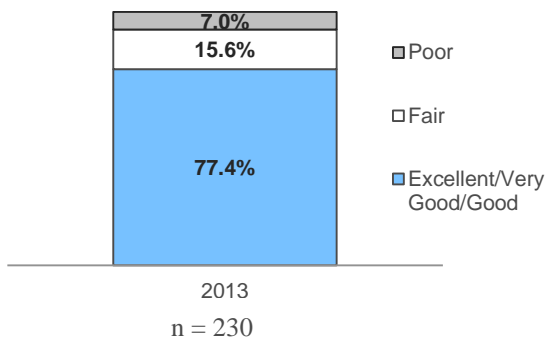
Overall Satisfaction with Other Medicaid Health Plans



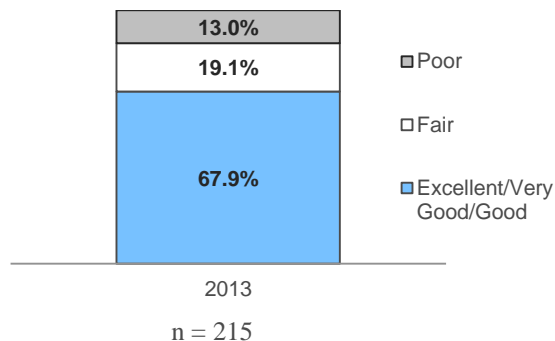
Call Center/Member Services Staff (PCP Responses Only)



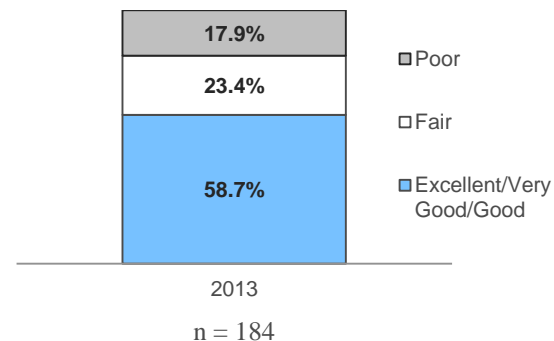
Process of Obtaining Member Information from WellCare of KY (eligibility, co-pay amounts, etc.)



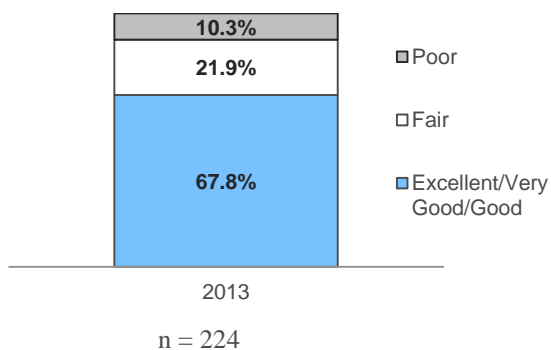
Helpfulness of WellCare's Member Services Staff in Obtaining Specialist Referrals



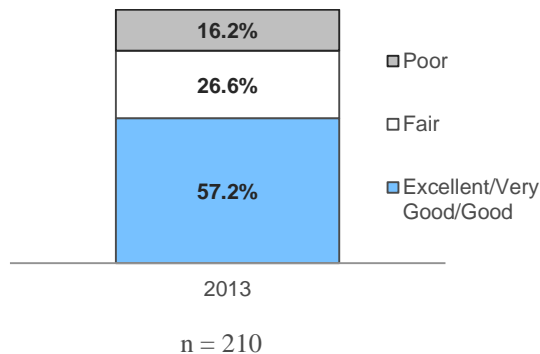
Helpfulness of WellCare's Member Services Staff in Obtaining Referrals to BH Services



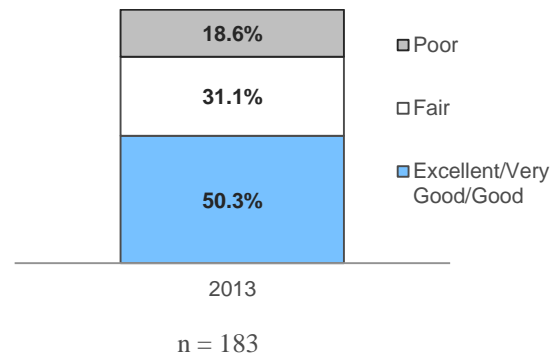
Process of Obtaining Member Information from Other Medicaid Health Plans



Helpfulness of Other Medicaid Health Plans' Staff in Obtaining Specialist Referrals



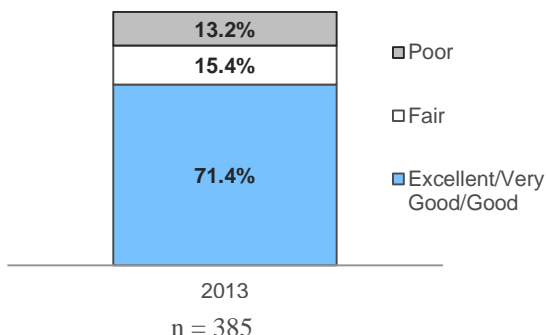
Helpfulness of Other Medicaid Health Plans' Staff in Obtaining Referrals to BH Services



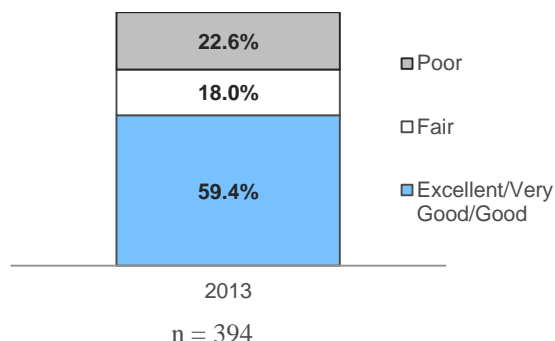
Provider Relations



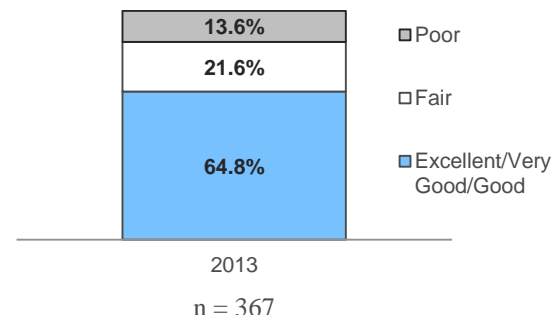
Responsiveness and Courtesy of WellCare's Provider Relations Representative



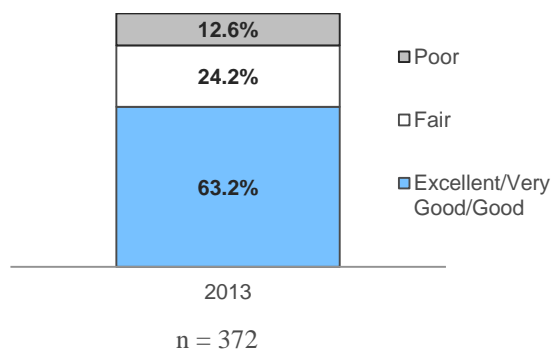
Timeliness of WellCare's Provider Relations to Answer Questions and/or Resolve Problems



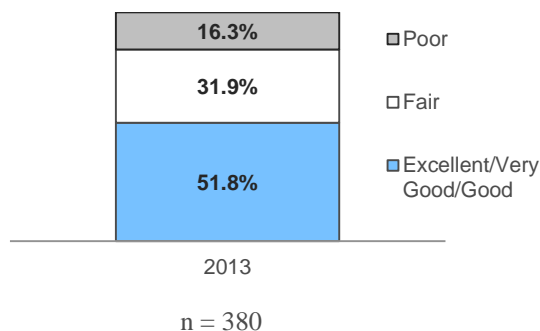
Quality of WellCare's Provider Orientation/Training/Educational Meetings/Provider Tools/Website



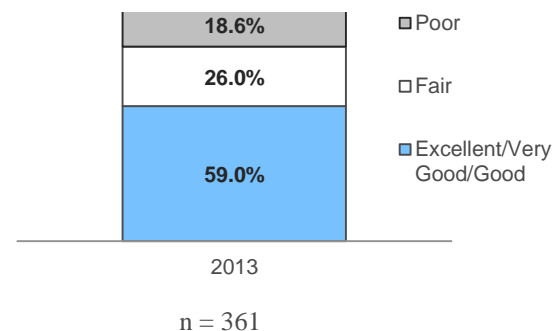
Responsiveness and Courtesy of Other Medicaid Health Plans' Provider Relations Representatives



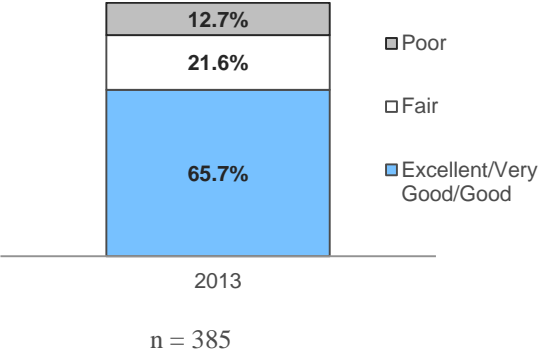
Timeliness of Other Medicaid Health Plans' Provider Relations to Answer Questions and/or Resolve Problems



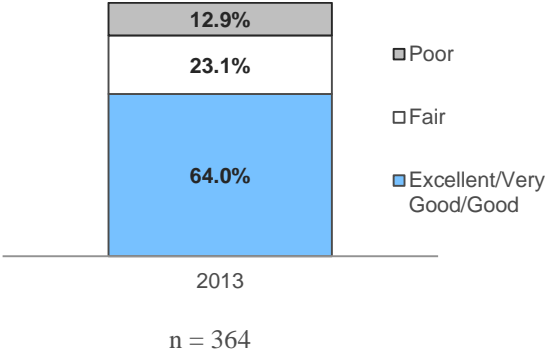
Quality of Other Medicaid Health Plans' Provider Orientation/Training/Educational Meetings/Provider Tools/Website



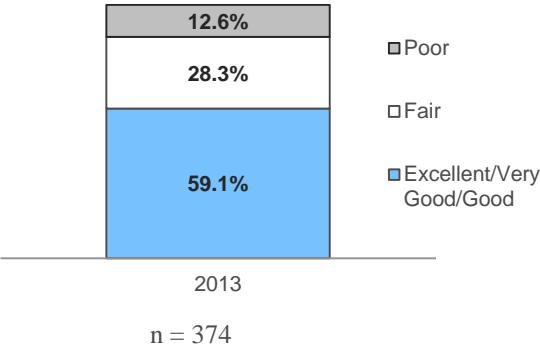
Quality of WellCare's Written Communications, Policy Bulletins, and Manuals



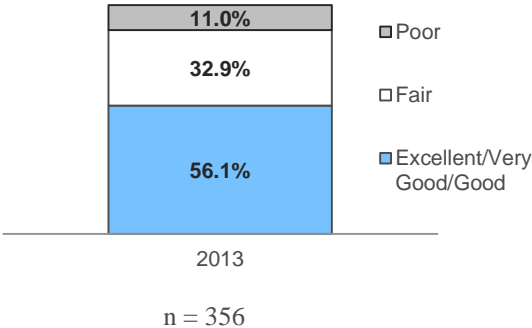
Distribution of WellCare's Information Regarding Quality Improvement Initiatives and Results



Quality of Other Medicaid Health Plans' Written Communications, Policy Bulletins, and Manuals



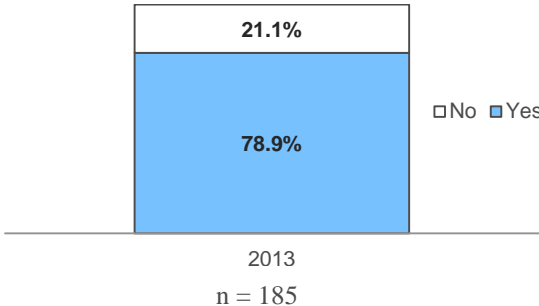
Distribution of Other Medicaid Health Plans' Information Regarding Quality Improvement Initiatives and Results



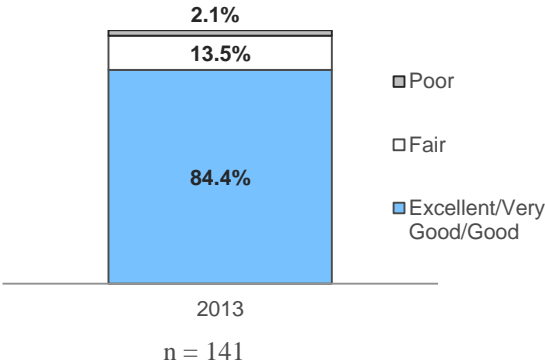
Continuity/Coordination of Care (PCP Responses Only)



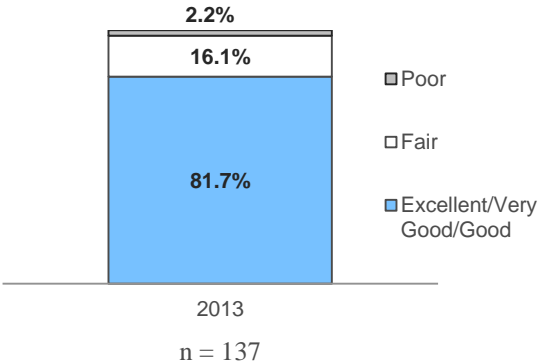
Do You Receive Feedback/Reports from Specialists/BH Clinicians Regarding Patients in Your Care?



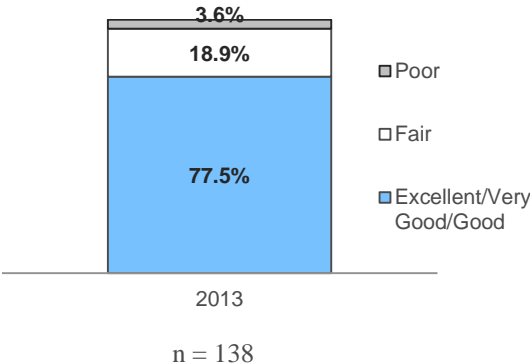
Timeliness of Feedback/Reports from WellCare Specialists/BH Clinicians



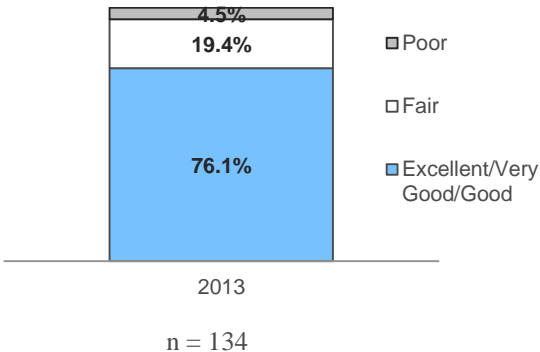
Frequency of Feedback/Reports from WellCare Specialists/BH Clinicians



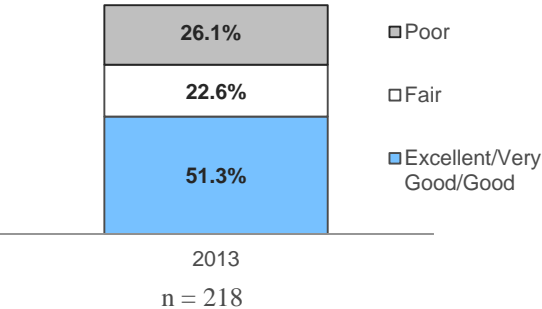
Timeliness of Feedback/Reports from Other Medicaid Health Plans' Specialists/BH Clinicians



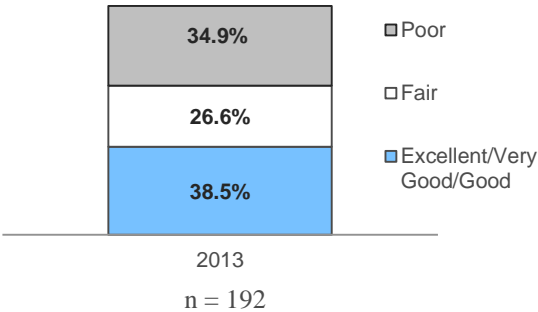
Frequency of Feedback/Reports From Other Medicaid Health Plans' Specialist/BH Clinicians



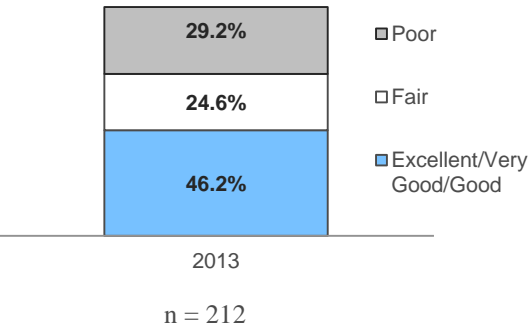
WellCare's Specialists Network Has an Adequate Number of High Quality Specialists to Whom I Can Refer Patients



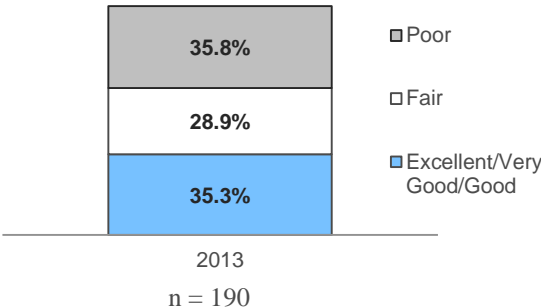
WellCare's BH Network Has an Adequate Number of High Quality Practitioners to Whom I Can Refer Patients



Other Medicaid Health Plans' Specialists Network Has an Adequate Number of High Quality Specialists to Whom I Can Refer Patients

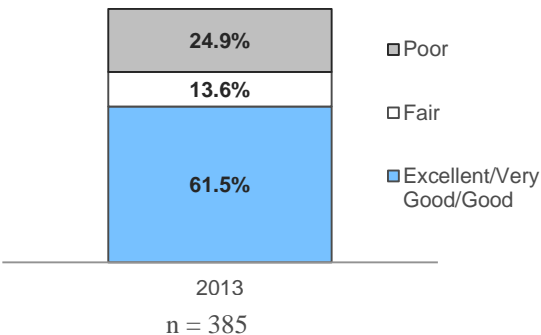


Other Medicaid Health Plans' BH Network Has an Adequate Number of High Quality Practitioners to Whom I Can Refer Patients

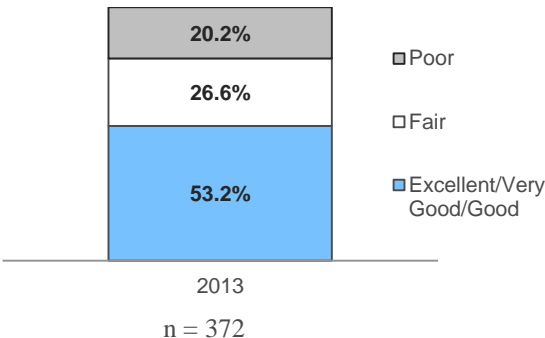




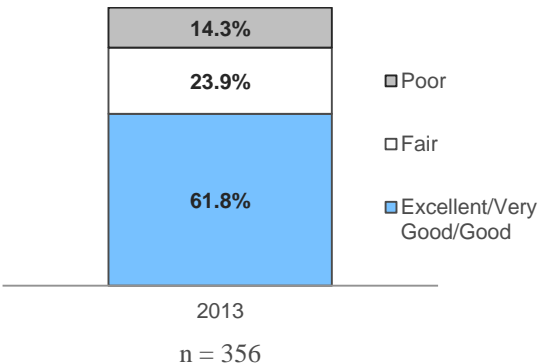
WellCare's Process of Obtaining
Precertification/Referral/Authorization Information



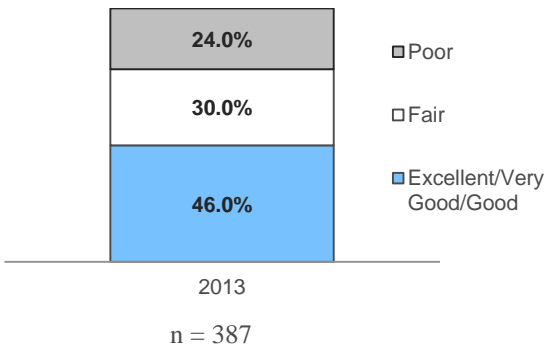
Timeliness of WellCare's UM
Pre-Certification Process



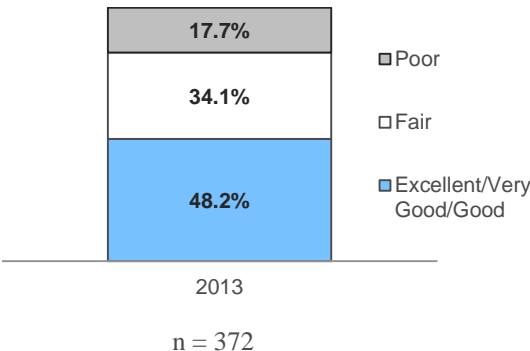
Access to WellCare's UM Staff



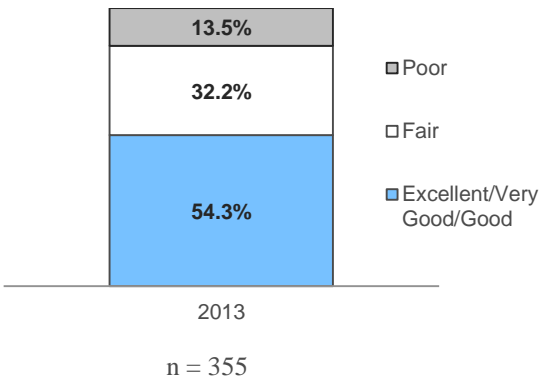
Other Medicaid Health Plans' Process of Obtaining
Precertification/Referral/Authorization Information



Timeliness of Other Medicaid Health Plans' UM
Pre-Certification Process



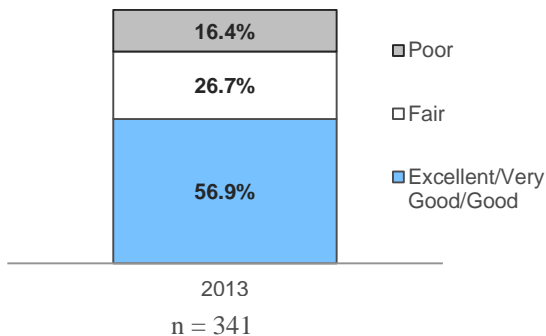
Access to Other Medicaid Health Plans' UM Staff



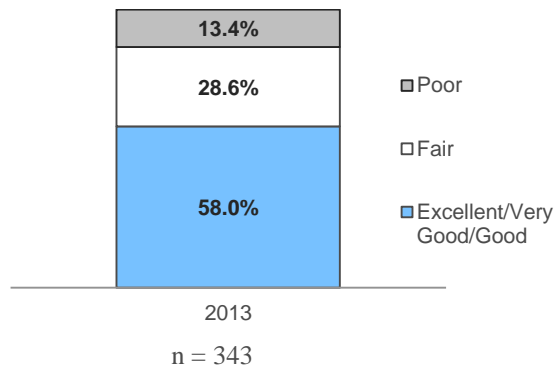
Utilization and Quality Management, Continued



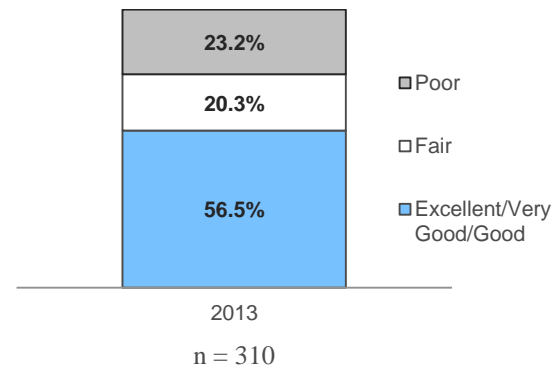
Extent to Which WellCare's UM Staff Share Review Criteria and Reasons for Adverse Determinations



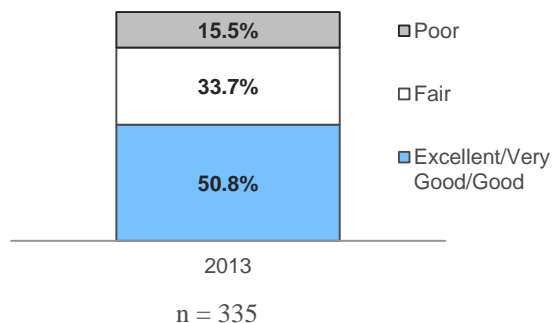
Consistency of WellCare's Review Decisions



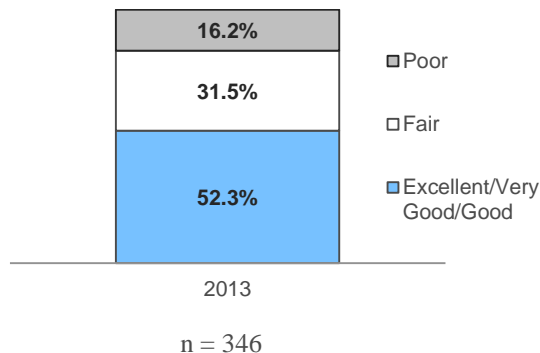
Timeliness of WellCare's UM Appeals Process



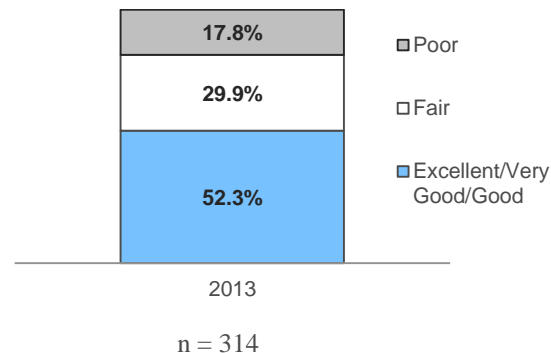
Extent to Which Other Medicaid Health Plans' UM Staff Share Review Criteria and Reasons for Adverse Determinations



Consistency of Other Medicaid Health Plans' Review Decisions



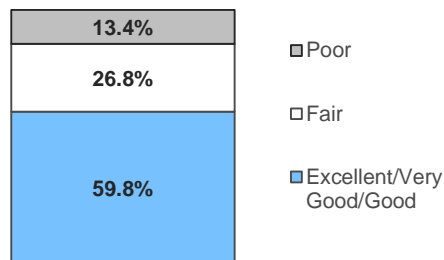
Timeliness of Other Medicaid Health Plans' UM Appeals Process



Utilization and Quality Management, Continued

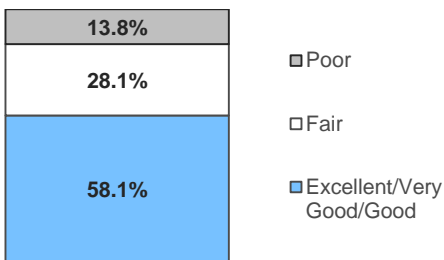


WellCare's Encouragement/Support of Provider Participation in QI Activities



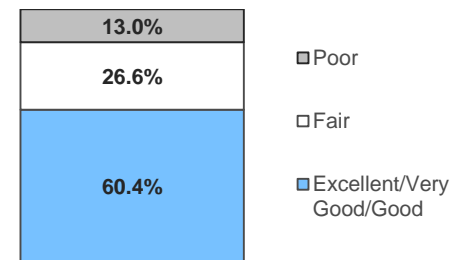
2013
n = 291

WellCare's Administration of the PCP's Referrals to a Specialist



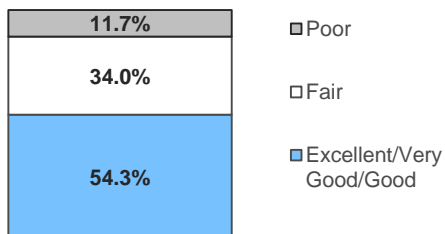
2013
n = 305

WellCare's Facilitation/Support of Appropriate Clinical Care for Patients



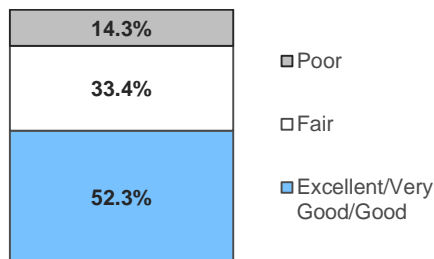
2013
n = 338

Other Medicaid Health Plans' Encouragement/Support of Provider Participation in QI Activities



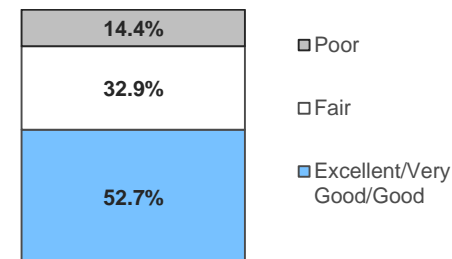
2013
n = 291

Other Medicaid Health Plans' Administration of the PCP's Referrals to a Specialist



2013
n = 300

Other Medicaid Health Plans' Facilitation/Support of Appropriate Clinical Care for Patients

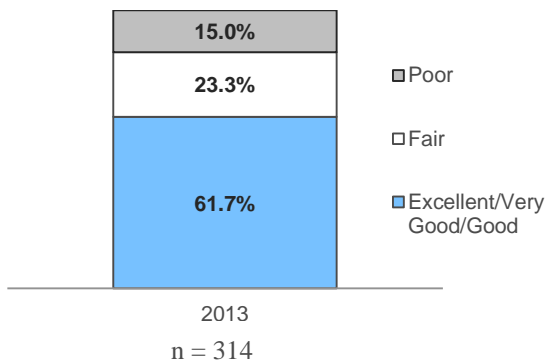


2013
n = 334

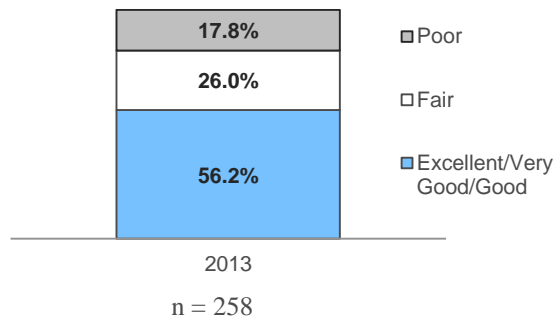
Utilization and Quality Management, Continued



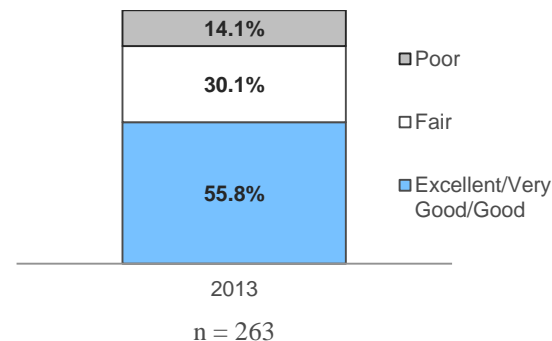
Access to WellCare's Case/Care Managers



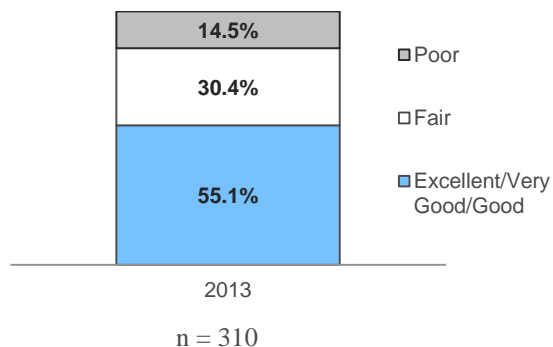
Alternative Care and Community Resource Options Offered by WellCare's Case/Care Manager to my Patients



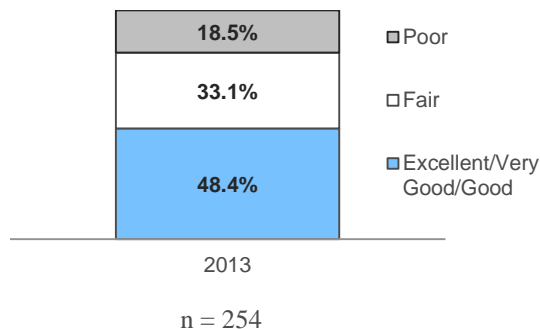
Satisfaction with WellCare's Referral Process of Patients to Disease Management Programs



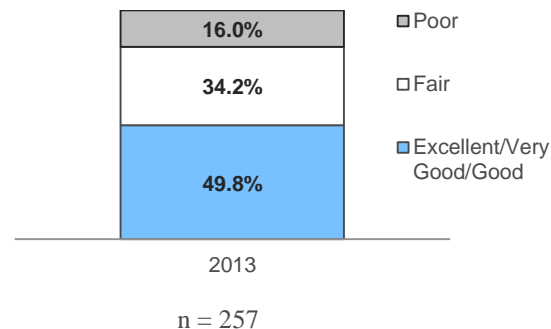
Access to Other Medicaid Health Plans' Case/Care Managers



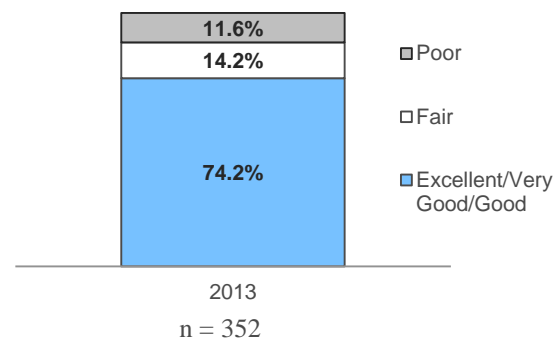
Alternate Care and Community Resource Options Offered by Other Medicaid Health Plans' Case/Care Manager to my Patients



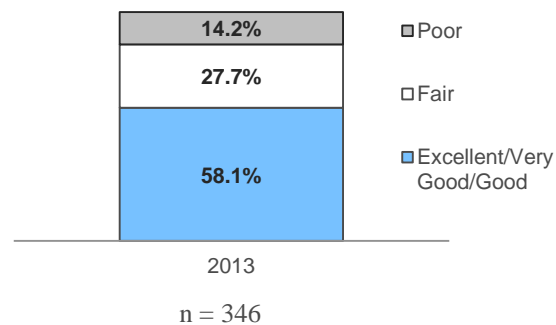
Satisfaction with Other Medicaid Health Plans' Referral Process of Patients to Disease Management Programs



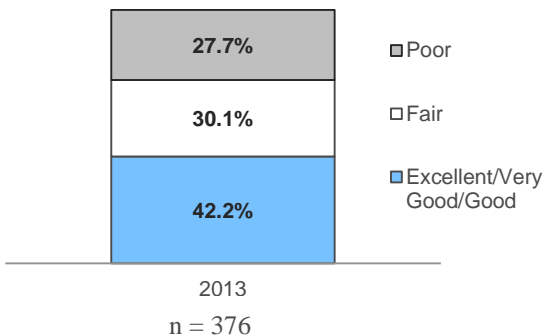
Degree to Which WellCare Covers and Encourages Preventive Care and Health Wellness



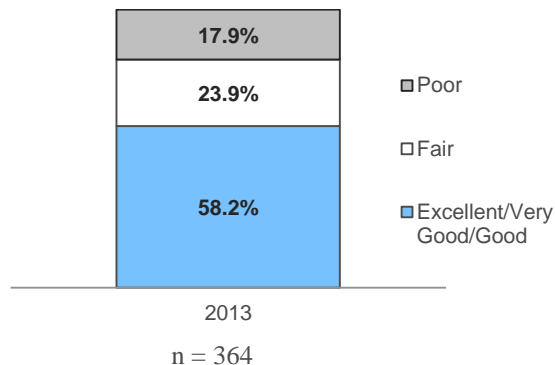
Degree to Which Other Medicaid Health Plans' Cover and Encourage Preventive Care and Health Wellness



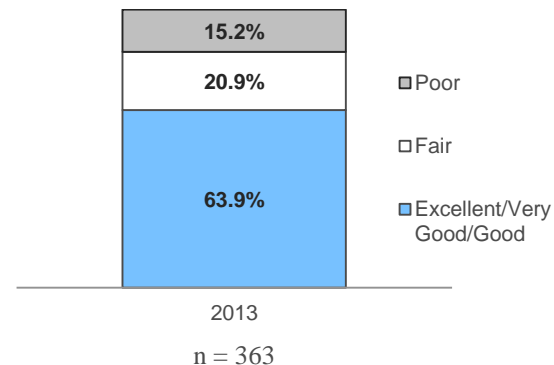
WellCare's Reimbursement Rates for Services you Provide



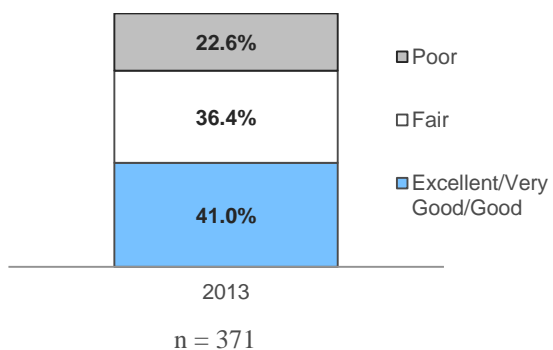
Accuracy of WellCare's Claim Processing



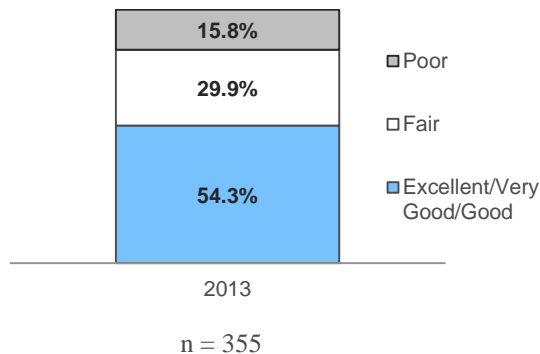
Timeliness of WellCare's Claim Processing



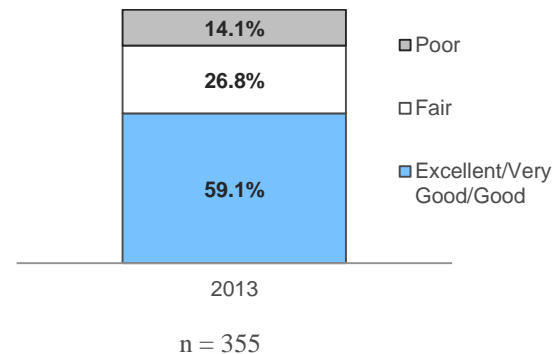
Other Medicaid Health Plans' Reimbursement Rates for Services you Provide



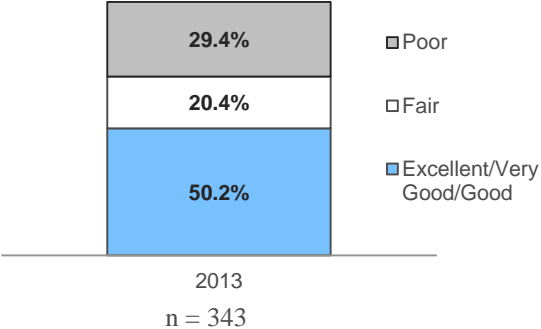
Accuracy of Other Medicaid Health Plans' Claim Processing



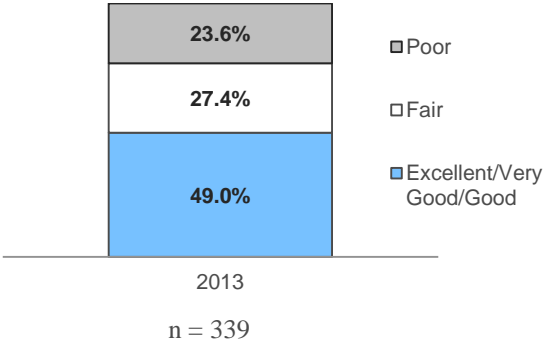
Timeliness of Other Medicaid Health Plans' Claim Processing



**WellCare's Resolution of Claims
Payment Problems or Disputes**



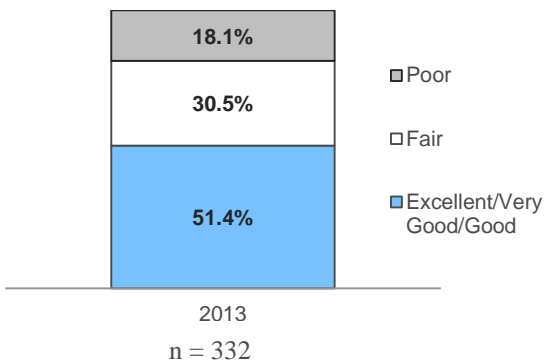
**Other Medicaid Health Plans' Resolution of Claims
Payment Problems or Disputes**



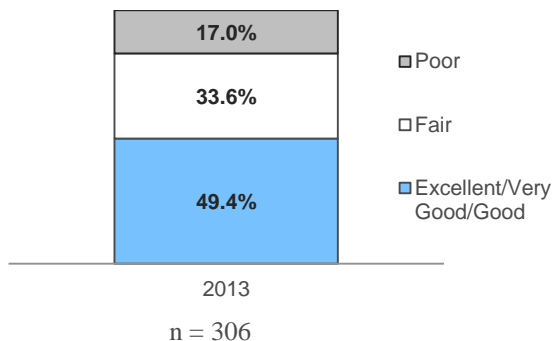
Pharmacy and Drug Benefits



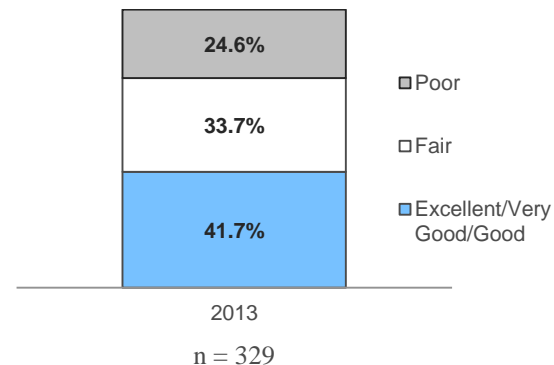
Ease of Using WellCare's Formulary



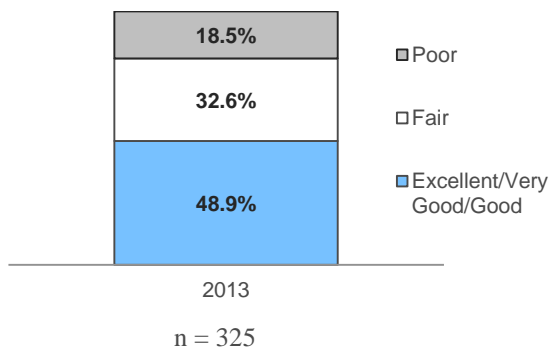
Clarity of WellCare's Pharmaceutical Management Procedures



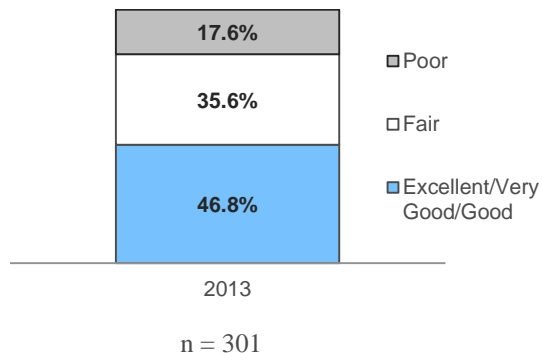
Variety of Drugs Available in WellCare's Formulary



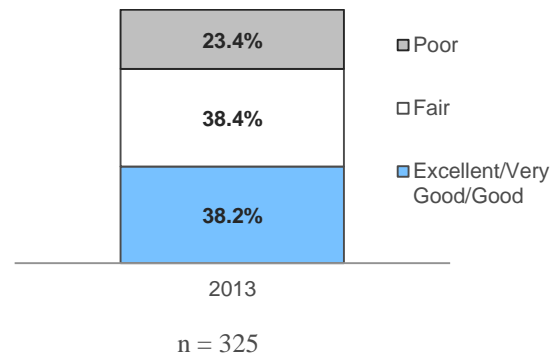
Ease of Using Other Medicaid Health Plans' Formulary



Clarity of Other Medicaid Health Plans' Pharmaceutical Management Procedures



Variety of Drugs Available in Other Medicaid Health Plans' Formulary



Behavioral Health Provider Satisfaction Responses Only

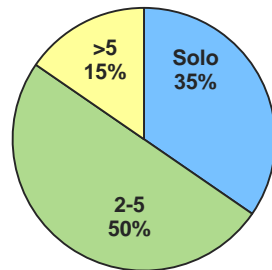
Behavioral Health Provider Response Rate

The survey was distributed to a random sample of 372 behavioral health providers and 44 surveys were returned for a response rate of 11.83 percent.

Profile of Survey Respondents

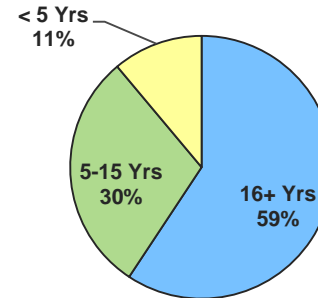
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Physicians in Practice



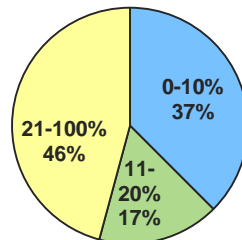
n = 26

Years in Practice



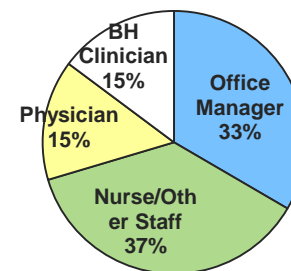
n = 27

Portion of Managed Care Volume Represented by WellCare



n = 24

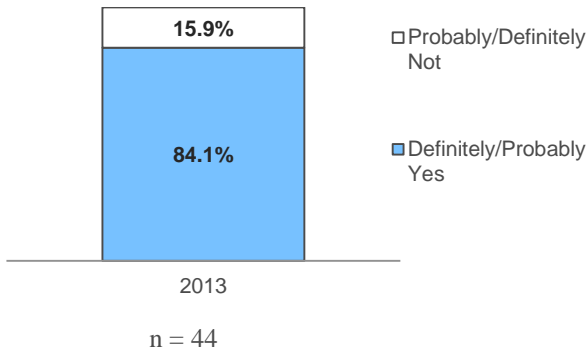
Survey Respondent



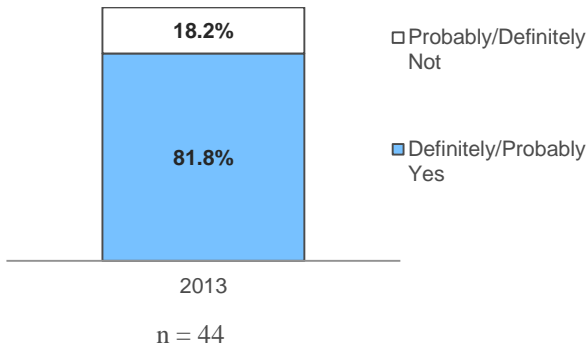
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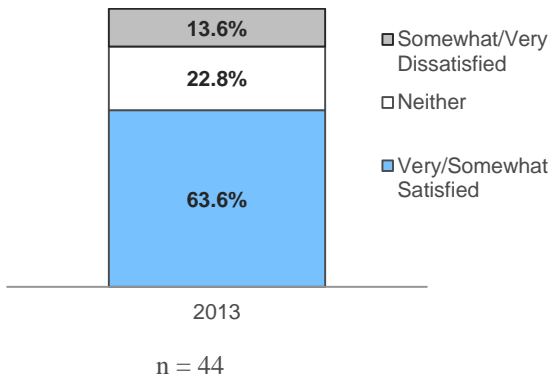
Would You Recommend WellCare of KY to Other Medicaid Physicians' Practices?



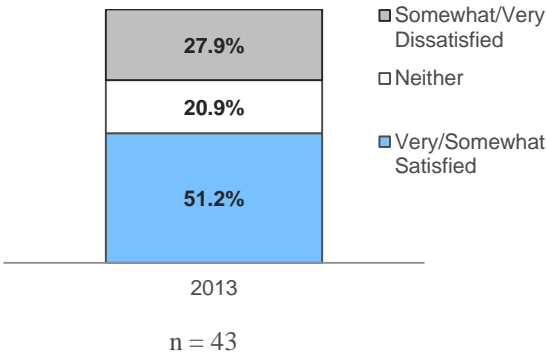
Would You Recommend WellCare of KY to Other Medicaid Patients?



Overall Satisfaction with WellCare of KY



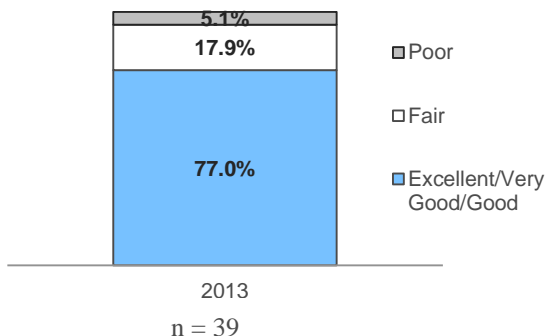
Overall Satisfaction with Other Medicaid Health Plans



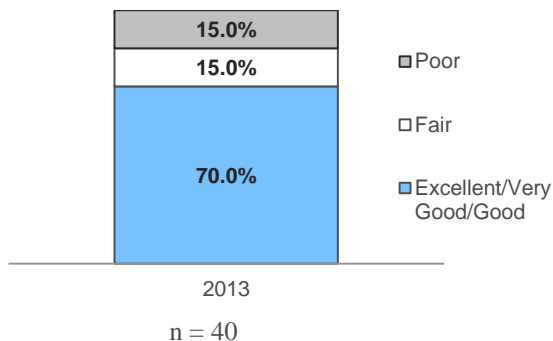
Provider Relations (BH Responses Only)



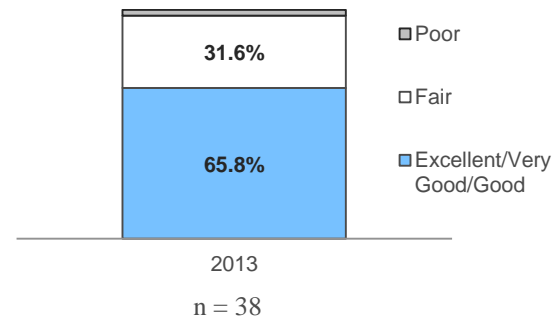
Responsiveness and Courtesy of WellCare's Provider Relations Representative



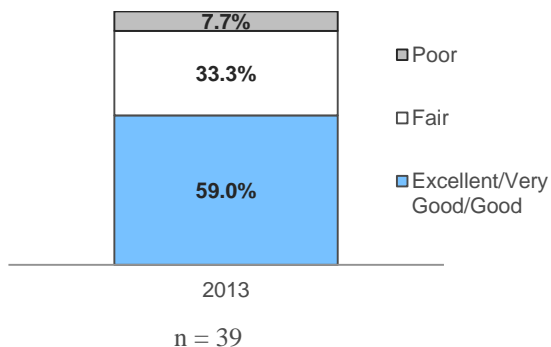
Timeliness of WellCare's Provider Relations to Answer Questions and/or Resolve Problems



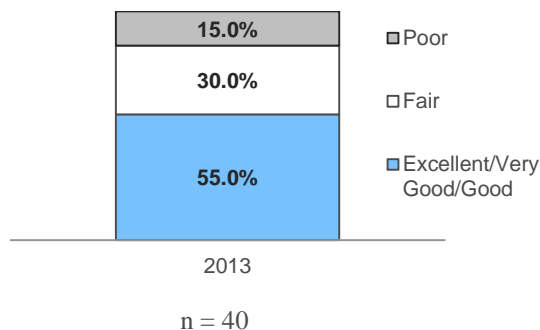
Quality of WellCare's Provider Orientation/Training/Educational Meetings/Provider Tools/Website



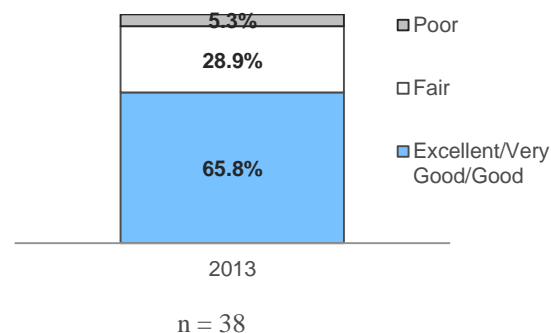
Responsiveness and Courtesy of Other Medicaid Health Plans' Provider Relations Representatives



Timeliness of Other Medicaid Health Plans' Provider Relations to Answer Questions and/or Resolve Problems

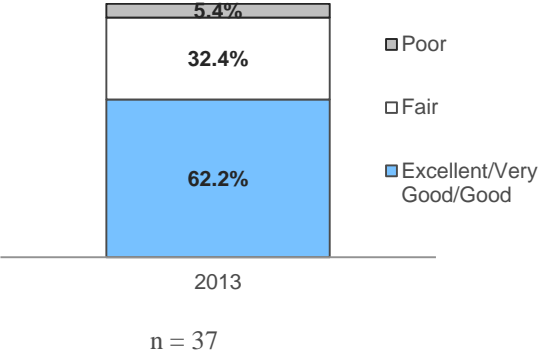


Quality of Other Medicaid Health Plans' Provider Orientation/Training/Educational Meetings/Provider Tools/Website

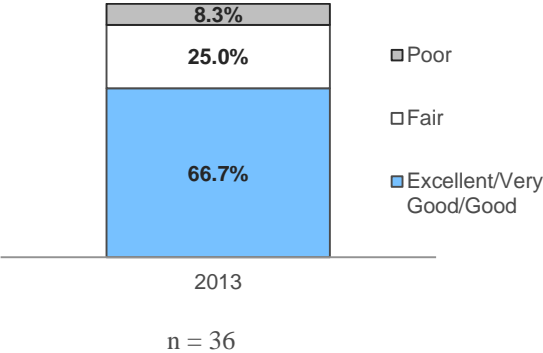




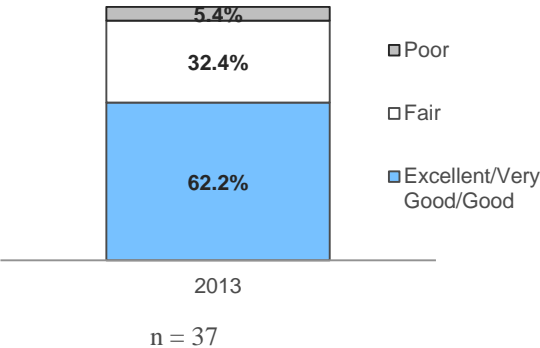
Quality of WellCare's Written Communications, Policy Bulletins, and Manuals



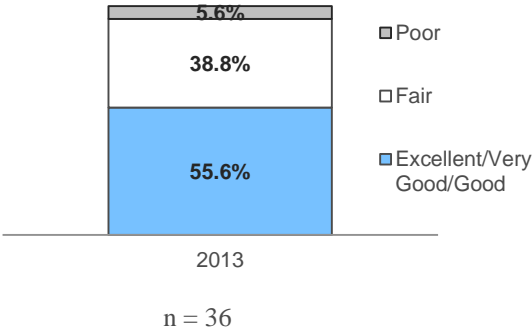
Distribution of WellCare's Information Regarding Quality Improvement Initiatives and Results



Quality of Other Medicaid Health Plans' Written Communications, Policy Bulletins, and Manuals



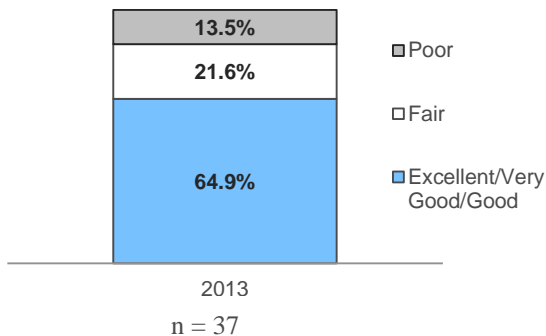
Distribution of Other Medicaid Health Plans' Information Regarding Quality Improvement Initiatives and Results



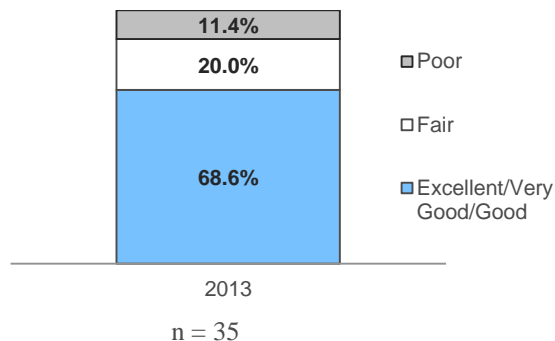
Utilization and Quality Management (BH Reponses Only)



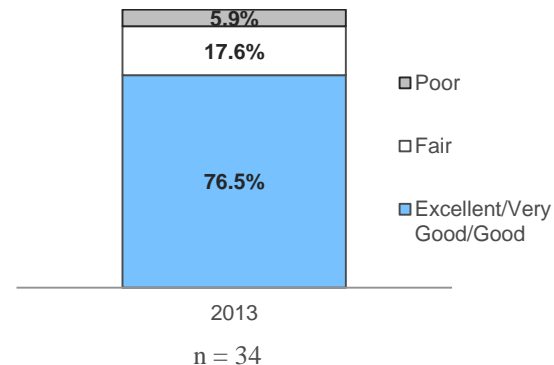
WellCare's Process of Obtaining Precertification/Referral/Authorization Information



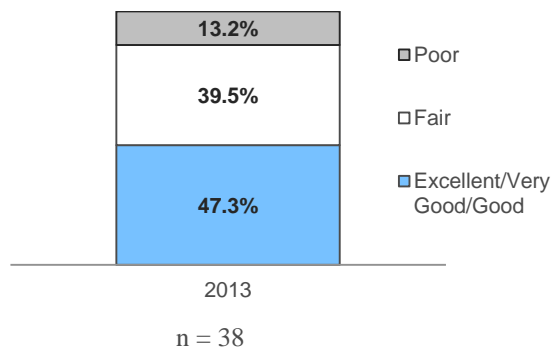
Timeliness of WellCare's UM Pre-Certification Process



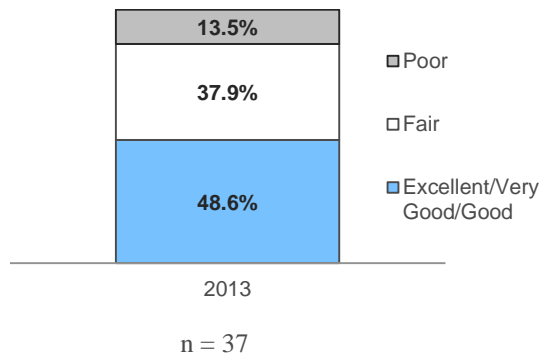
Access to WellCare's UM Staff



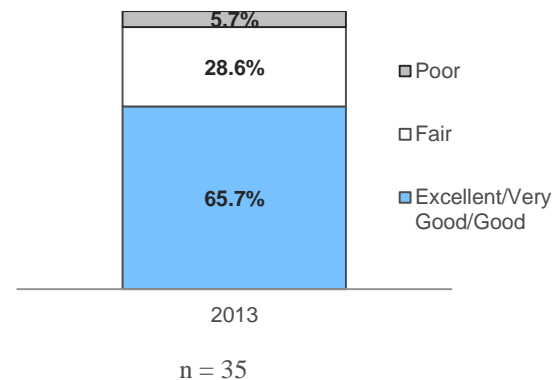
Other Medicaid Health Plans' Process of Obtaining Precertification/Referral/Authorization Information



Timeliness of Other Medicaid Health Plans' UM Pre-Certification Process



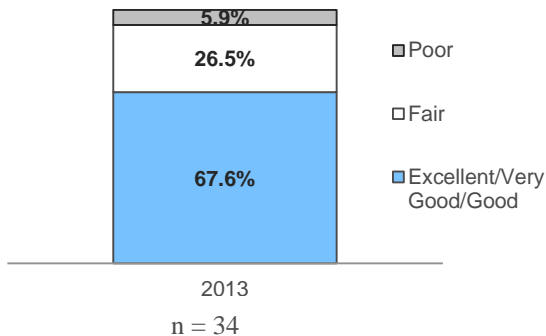
Access to Other Medicaid Health Plans' UM Staff



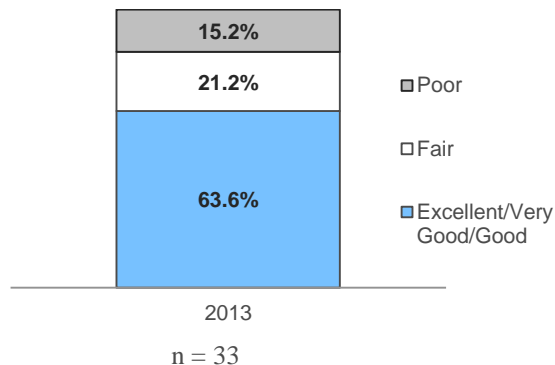
Utilization and Quality Management (BH Responses Only), Continued



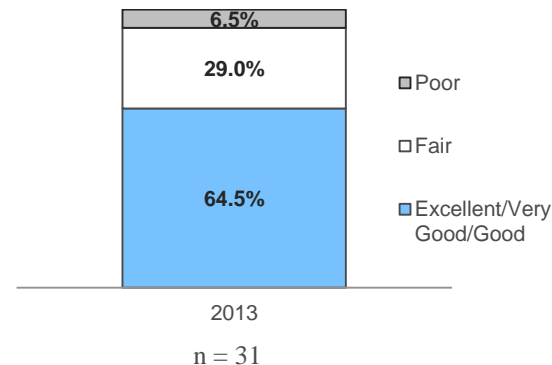
Extent to Which WellCare's UM Staff Share Review Criteria and Reasons for Adverse Determinations



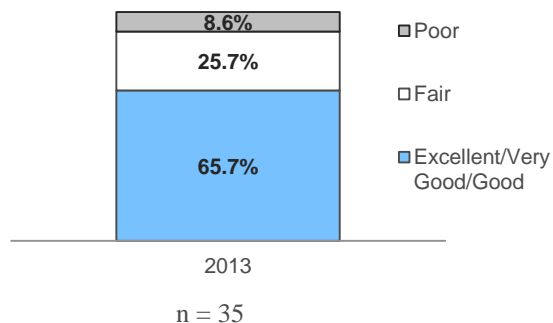
Consistency of WellCare's Review Decisions



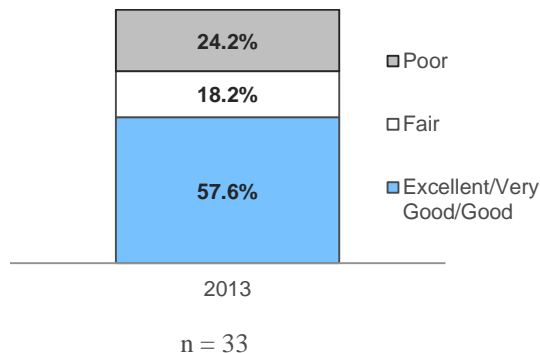
Timeliness of WellCare's UM Appeals Process



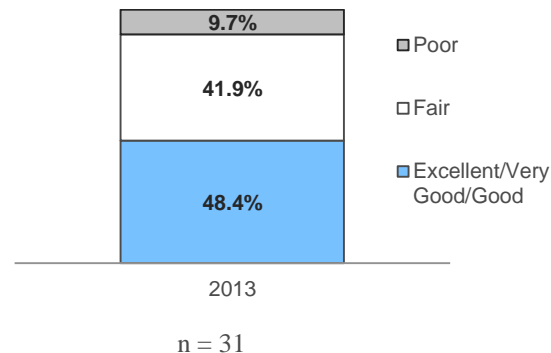
Extent to Which Other Medicaid Health Plans' UM Staff Share Review Criteria and Reasons for Adverse Determinations



Consistency of Other Medicaid Health Plans' Review Decisions



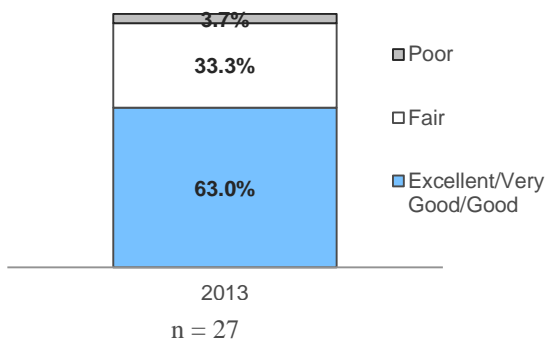
Timeliness of Other Medicaid Health Plans' UM Appeals Process



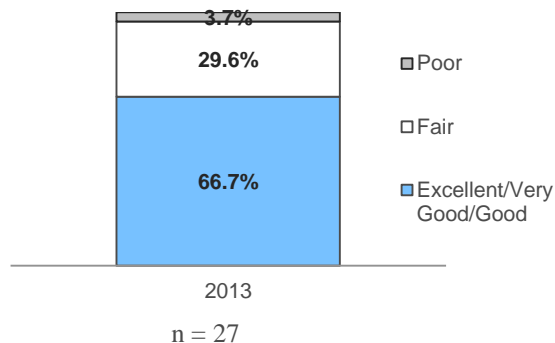
Utilization and Quality Management (BH Responses Only), Continued



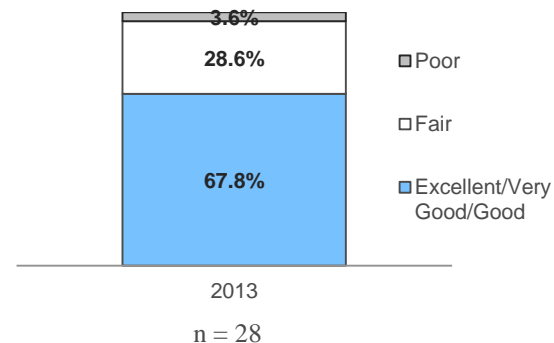
WellCare's Encouragement/Support of Provider Participation in QI Activities



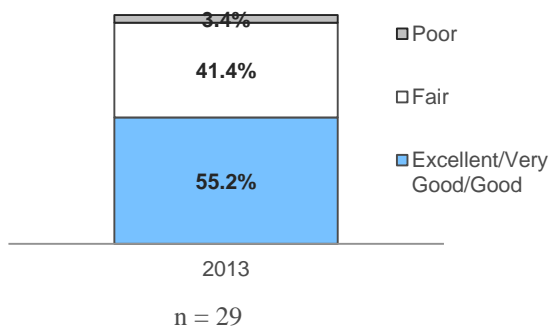
WellCare's Administration of the PCP's Referrals to a Specialist



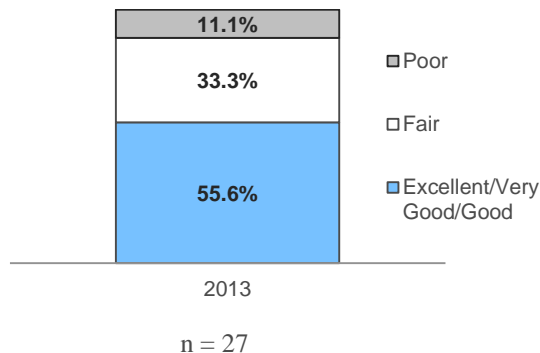
WellCare's Facilitation/Support of Appropriate Clinical Care for Patients



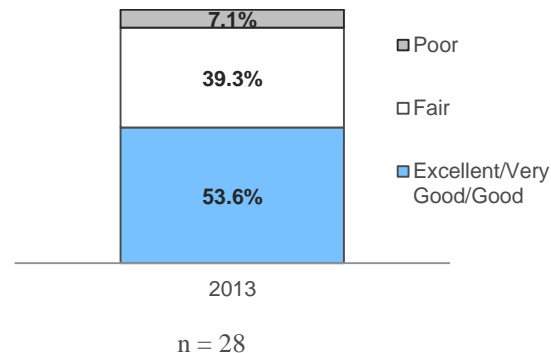
Other Medicaid Health Plans' Encouragement/Support of Provider Participation in QI Activities



Other Medicaid Health Plans' Administration of the PCP's Referrals to a Specialist



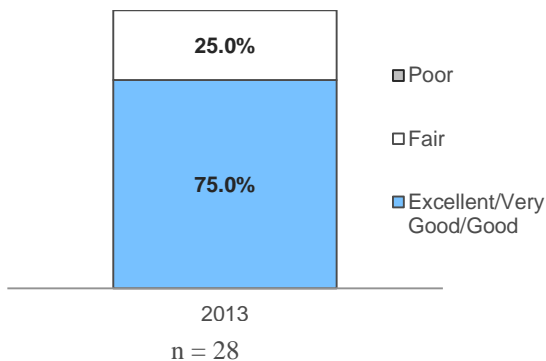
Other Medicaid Health Plans' Facilitation/Support of Appropriate Clinical Care for Patients



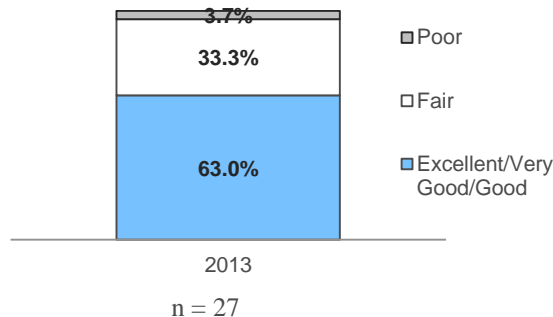
Utilization and Quality Management (BH Responses Only), Continued



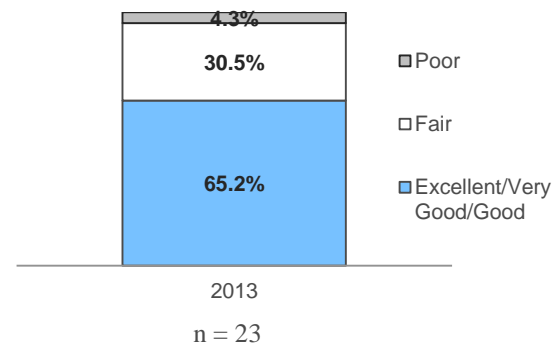
Access to WellCare's Case/Care Managers



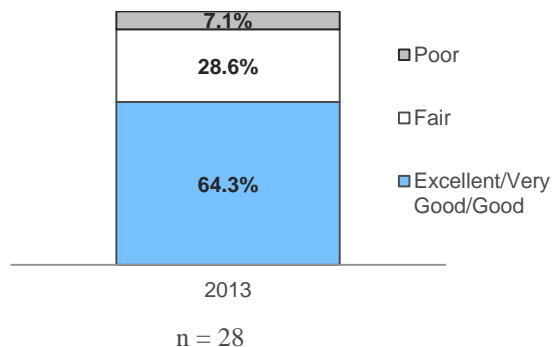
Alternative Care and Community Resource Options Offered by WellCare's Case/Care Manager to my Patients



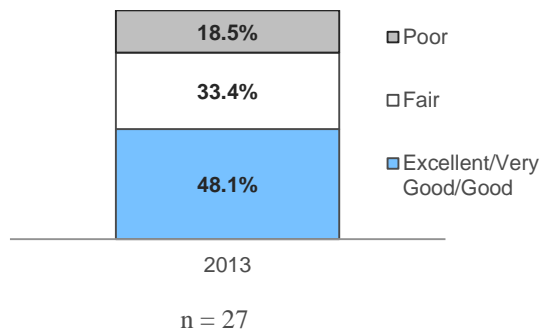
Satisfaction with WellCare's Referral Process of Patients to Disease Management Programs



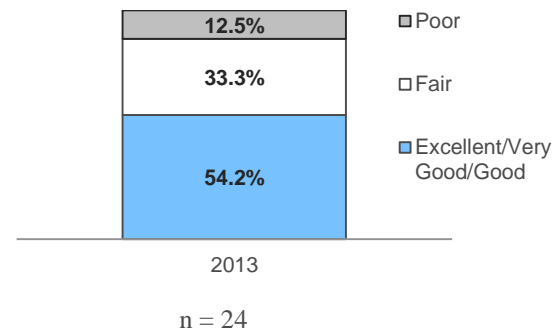
Access to Other Medicaid Health Plans' Case/Care Managers



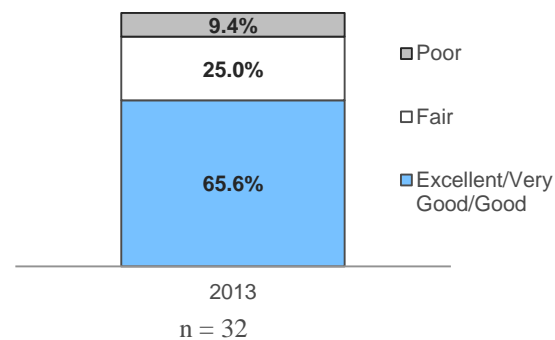
Alternate Care and Community Resource Options Offered by Other Medicaid Health Plans' Case/Care Manager to my Patients



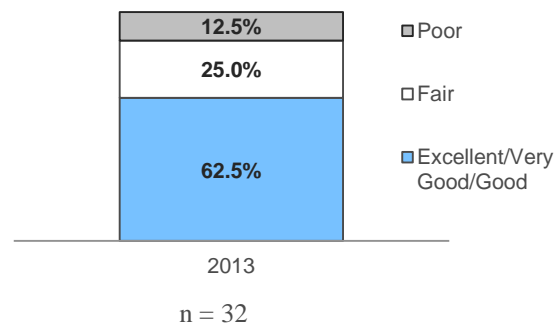
Satisfaction with Other Medicaid Health Plans' Referral Process of Patients to Disease Management Programs



Degree to Which WellCare Covers and Encourages Preventive Care and Health Wellness

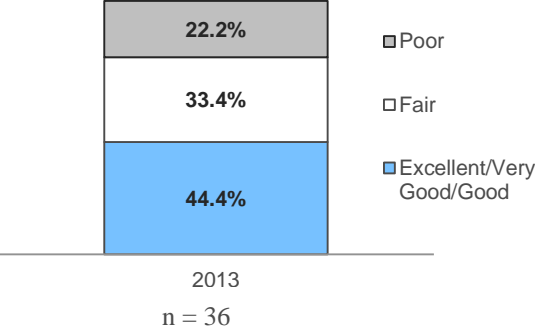


Degree to Which Other Medicaid Health Plans' Cover and Encourage Preventive Care and Health Wellness

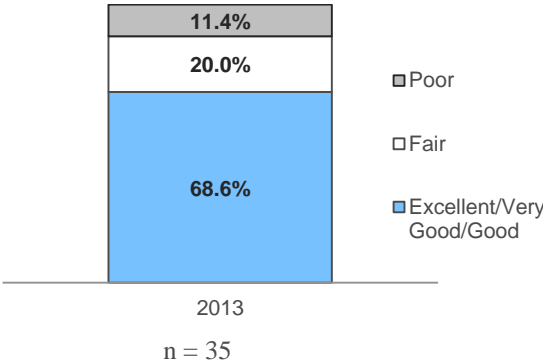




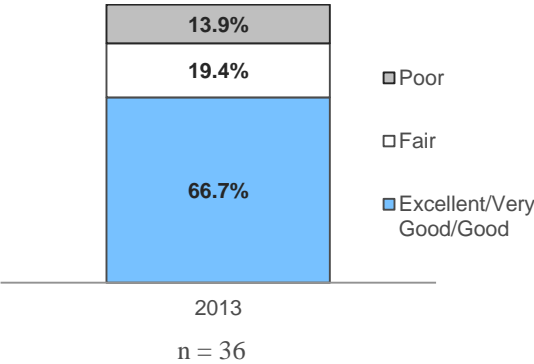
WellCare's Reimbursement Rates for Services you Provide



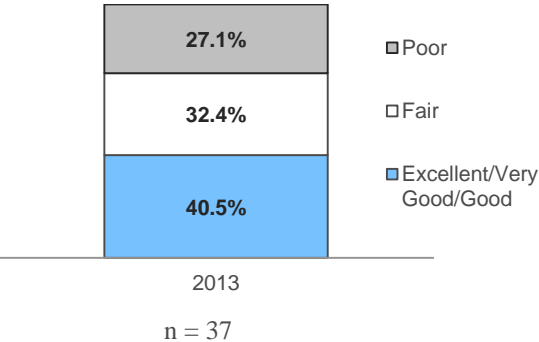
Accuracy of WellCare's Claim Processing



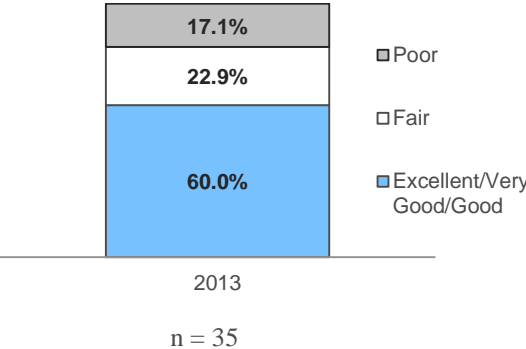
Timeliness of WellCare's Claim Processing



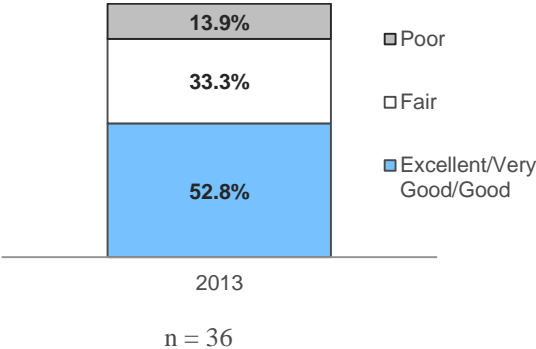
Other Medicaid Health Plans' Reimbursement Rates for Services you Provide



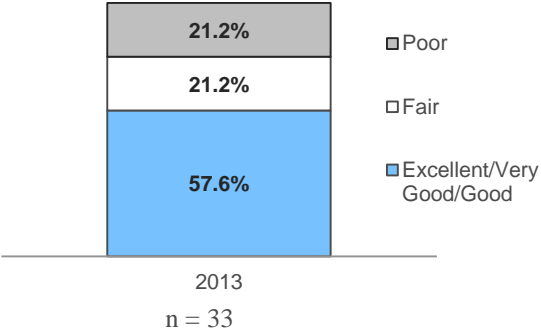
Accuracy of Other Medicaid Health Plans' Claim Processing



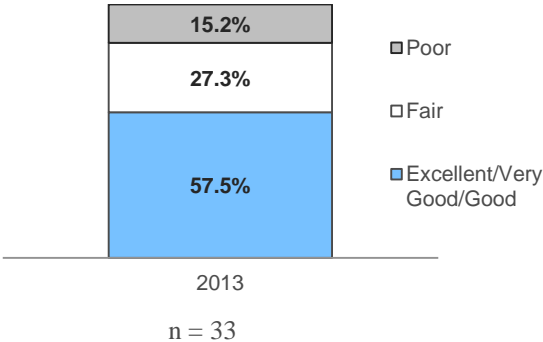
Timeliness of Other Medicaid Health Plans' Claim Processing



**WellCare's Resolution of Claims
Payment Problems or Disputes**



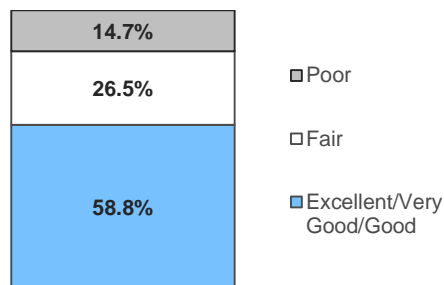
**Other Medicaid Health Plans' Resolution of Claims
Payment Problems or Disputes**



Pharmacy and Drug Benefits (BH Responses Only)



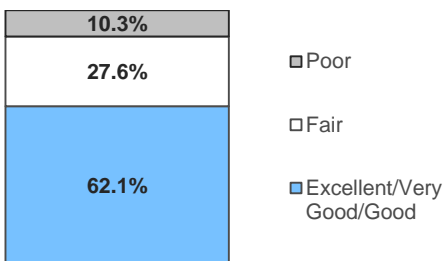
Ease of Using WellCare's Formulary



2013

n = 34

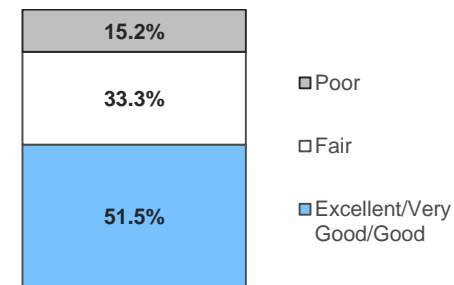
Clarity of WellCare's Pharmaceutical Management Procedures



2013

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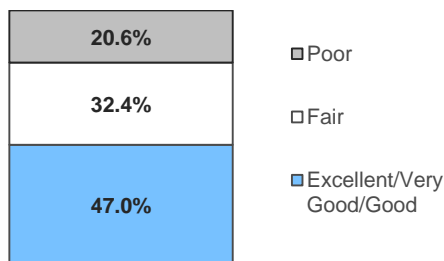
Variety of Drugs Available in WellCare's Formulary



2013

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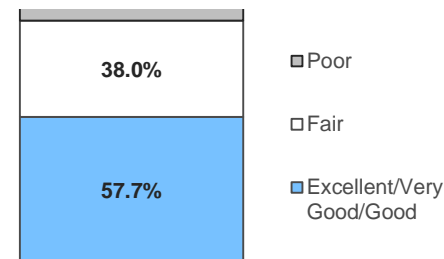
Ease of Using Other Medicaid Health Plans' Formulary



2013

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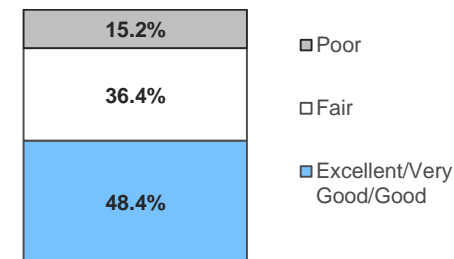
Clarity of Other Medicaid Health Plans' Pharmaceutical Management Procedures



2013

n = 29

Variety of Drugs Available in Other Medicaid Health Plans' Formulary



2013

n = 33